

Position Requirements Document Cover Sheet**Position Number: 13218****Classification: Customer Support Coordinator, NH-0301-II****Local Title:****Employing Office Location: Orlando, FL****Duty Station: Orlando, FL****Org Info: Agency: Assistant Secretary of the Army (Acquisition, Logistics and Technology)
ASA(ALT)****1st Div: Program Executive Office, Simulation, Training and Instrumentation (PEO
STRI)****2nd Div: Customer Support Group****3rd Div:****4th Div:**

Supervisor's Certification: I certify that this is an accurate statement of the major duties and responsibilities of this position and its organizational relationships, and that the position is necessary to carry out government functions for which I am responsible. This certification is made with the knowledge that this information is to be used for statutory purposes relating to appointment and payment of public funds, and that false or misleading statements may constitute violations of such statutes or their implementing regulations.

Immediate Supervisor: Peter B. Marion**Title: Customer Support Executive****Signature: //SS// Date: 10/14/04****Higher Supervisor or Manager:****Title:****Signature: Date:**

Classification/Job Grading Certification: I certify that this position has been classified IAW Acquisition Workforce Personnel Demonstration Project broadbanding criteria.

Classification Official: Michael Lozano**Title: Human Resource Specialist****Signature: Date:****FLSA: EXEMPT****Drug Test: No****Key Position:****Sensitivity: NCS****Reason for Submission: New****Previous PD Number:****Envir. Diff:****Acq Posn Category:****Acq Career Level:****Acq Special Asgmt: N/A****Career Spec – Primary: N/A****Cont Job Site:****Financial Disclosure: ☐ Public Financial****☐ Supervisor ☐ Manager****Citation 1: USOPM PCS for GS-0301, TS-34, 11/79****Citation 2: AWF, PDP, BLD, Federal Register, Volume 64, Jan 99****BUS Code: 7777 CL: 1105****Emergency Ess: No****OPM Functions Code:****Status: Competitive****Subject to IA:****Mobilization:****Career Prg ID: N/A****CAPL Number:****Acq Posn Type:****Acq Prog Ind: N/A****Career Spec – Sec: N/A****Mobility:****☐ Confidential Financial****☒ Neither**

Acquisition Workforce Demo Project Position Requirements Document

I. Organization information:

Position is located in the Customer Support Group, Program Executive Office, Simulation, Training and Instrumentation (PEO STRI).

II. Position information: Customer Support Coordinator, NH-0301-II

III. Duties:

Assists senior staff within the Customer Support Group (CSG) in planning, and coordinating of the PEO's exhibit and new work initiatives. Develops and maintains new work files, documentation and reports. Collects and organizes new work data and reviews it for accuracy and completeness. Provides for input to the development of medium and long range strategic planning documents by senior project directors and PEO leadership. Surveys organizations internal to the PEO for input to the new work planning process, organizing and reviewing data prior to submission.

Conducts preliminary requirements in relation to on-going PEO STRI acquisition programs, providing findings to CSG staff for action and/or further direction.

Arranges a variety of meetings and conferences for the PEO. Contacts Core Business Units (CBUs) for inputs on topics to be discussed by the PEO. Coordinates and arranges for a mutually satisfactory time and notifies the other attendees of the impending meeting. As required, prepares Memorandum for Record (MFR) of the meetings.

Suggests procedural changes to improve the new work and/or the exhibit processes. Analyzes requirements and suggests operating procedures and instructions to adapt such requirements to local conditions.

Has responsibility for preparation of automated processes for both exhibits and new work. Measures logistical progress of programs advising project directors of problem areas and recommending corrective action. Provides routine status reports and modification and amendments.

Formulates and submits program funding requirements and justification packages to senior Project Directors.

Serves as part of a PEO STRI team at meetings and conferences, both CONUS and OCONUS to present assigned portions of overall program status and issues/actions as required.

IV. Factors:

Factor 1. - Problem Solving

Level II.

Work is timely, efficient, and of acceptable quality. Completed work meets project/program objectives.

Flexibility, adaptability, and decisiveness are exercised appropriately.

Plans and conducts functional technical activities for projects/programs. Identifies, analyzes, and resolves complex/difficult problems. Independently identifies and resolves conventional problems which may require deviations from accepted policies or instructions. Adapts existing plans and techniques to accomplish complex projects/programs.

Recommends improvements to the design or operation of systems, equipment, or processes.

Factor: 2. - Teamwork/Cooperation

Level II.

Work is timely, efficient, and of acceptable quality. Personal and organizational interactions exhibit and foster cooperation and teamwork. Flexibility, adaptability, and decisiveness are exercised appropriately.

Works with others to accomplish projects/programs. Uses varied approaches to resolve or collaborate on project/program issues. Facilitates cooperative interactions with others. Guides/supports others in executing team assignments.

Proactively functions as an integral part of the team.

Factor: 3. - Customer Relations

Level II.

Work is timely, efficient, and of acceptable quality. Personal and organizational interactions enhance customer relations and actively promote rapport with customers. Flexibility, adaptability, and decisiveness are exercised appropriately.

Guides the technical/functional efforts of individuals or team members as they interact with customers. Initiates meetings and interactions with customers to understand customer needs/expectations.

Factor: 4. - Leadership/Supervision

Level II.

Work is timely, efficient, and of acceptable quality. Leadership and/or supervision effectively promote commitment to mission accomplishment. Flexibility, adaptability, and decisiveness are exercised appropriately. Actively contributes as a team member/leader; provides insight and recommends changes or solutions to problems.

Proactively guides, coordinates, and consults with others to accomplish projects. Identifies and pursues individual/team development opportunities.

Factor: 5. – Communication

Level II.

Work is timely, efficient, and of acceptable quality. Communications are clear, concise, and at appropriate level. Flexibility, adaptability, and decisiveness are exercised appropriately.

Communicates team or group tasking results, internally and externally, at peer levels. Writes, or is a major contributor to, management/technical reports or contractual documents. Presents informational briefings.

Factor: 6. - Resource Management

Level II.

Work is timely, efficient, and of acceptable quality. Resources are utilized effectively to accomplish mission. Flexibility, adaptability, and decisiveness are exercised appropriately. Plans and utilizes appropriate resources to accomplish project goals. Optimizes resources to accomplish projects/programs within established schedules. Effectively accomplishes project/program goals within established resource guidelines.

Incumbent must be able to obtain and maintain a Secret security clearance.

May be required to travel within the U.S. by commercial aircraft.

KNOWLEDGE, SKILLS, AND ABILITIES (KSAS) FOR QUALIFICATION PURPOSES.

Knowledge of the substantive programs of PEO STRI as they relate to PEO STRI's organizational structures within PEO STRI and of higher headquarters and community affairs.

Ability to quickly establish and maintain relationships with key individuals/groups outside immediate work unit

Ability to interpret and apply rules, regulations governing

Ability to identify problems and develop innovative solutions

Ability to communicate orally and in writing

Ability to gather, analyze and present facts

Ability to provide guidance to customers

Ability to plan and organize work

Ability to work cooperatively as a member of a team

Ability to advise others